

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

December 6, 2012



Message from *Director of Medicaid Services, Dr. Susan Mosier*...

I am delighted with the daily progress of KanCare readiness activities. At this point, all of our Medicaid members should have received their pre-enrollment packets, and program staff at the State and with the three health plans remain engaged in welcoming members to KanCare. So, while it seems that a good while ago we were ramping up our communication activities with members and providers (and we were!), this week we're ramping up our communications yet again as all members should now have received the detailed information they need for the upcoming open enrollment period. If the members are pleased with their initial plan assignment, then they'll not need to enroll this first time; all they need to do is start using the new medical card that will be sent to them. However, they are welcome to switch to a different plan (for any reason) and have until April 4 to do so. The two main things our members will want to check: Is your current primary care provider in your health plan directory?, and Have you compared the value-added services being offered by all three health plans?

Last week we toured the state to meet with Medicaid beneficiaries in more than a dozen cities. This was our fourth member education tour. Meeting with members, their families and caregivers in person is something we really enjoy doing because we get to know our clients better and vice versa. We continue to keep this line of communication open with stakeholders, especially through the Weekly Status Calls, which are open to everyone. But I have some news to share this week regarding those weekly status calls: On Dec. 26, we're turning our weekly call into a daily call. This "Daily Rapid Response Call" will be held 9 a.m. Monday through Friday, and we welcome our KanCare members and providers to call during this time to get an immediate response to their questions regarding transition details. We're working to make the transition as smooth as possible, and this daily call provides yet another way to make KanCare a success. Please note there are many ways to get in touch with the health plans and the KanCare Enrollment Center (as noted in the enrollment packets) at any time during the business day, so this daily call will be yet another avenue of communication available to stakeholders directly impacted by KanCare services. The phone number to be used in this Daily Rapid Response Call will be made available on the KanCare website soon.

We will hold additional rounds of in-person education meetings for members in February and May; those dates and cities will be announced after the New Year. In the meantime, continue to call us as needed, and we'll be here to help resolve the issues that arise. Thank you!

Upcoming Events

Weekly Status Call, Dec. 12—Each Wednesday from 10:30 a.m. to 11:30 a.m. we join the three managed care companies for a stakeholder teleconference, in which we provide the latest on KanCare and take questions from callers on a variety of business matters. PLEASE NOTE—Dec. 19 will be the last of the Weekly Status Calls, as we're moving to a Daily Rapid Response Call on Dec. 26. Stay tuned for details, but in the meantime, we hope to have you on the next Weekly Call, scheduled for Dec. 12: Dial (877) 247-8650, Conf ID 43646977.

Webinar for Beneficiaries—For members who missed the recent KanCare Enrollment Tour, they can still get all the information they need by viewing a webinar. It will be available Dec. 14, from 10 a.m. to noon. For more information and to reserve your webinar "seat," go to <https://www1.gotomeeting.com/register/661801921>. You will receive a confirmation email with further details.



ADRC has a new website

The Kansas Department for Aging and Disability Services (KDADS) launched a new website last week to help Kansans with their future long-term service and supports needs. The webpage is www.ksadrc.org. It guides residents on how to use the new statewide Aging and Disability Resource Center (ADRC).

KDADS recently signed a contract with the Southwest Kansas Area Agency on Aging to become the state's ADRC. Kansas' 10 Area Agencies on Aging serve as local ADRCs.

On the website, Kansans can find an ADRC location map and learn more about how the ADRC can help them.

Want to see detailed reports on what's being done to prepare Kansans for the new KanCare program?

www.kancare.ks.gov/readiness_activities.htm



NEW
to the
KanCare
Website

Community Outreach— BY THE NUMBERS



Cities Visited in November for Consumer Education Meetings = 15

Consumers Who Attended Educational Meetings in Person = 3,658

Lines Called in to Nov. 28 Listening Session: Approx. 150

On-site KanCare Public Meetings Held = 27

Webinars Held for Stakeholders/Advocates to Learn How to Help Consumers = 4

Stakeholders/Advocates Who Attended a Webinar = 1,234

Number of Online Views for each Public Service Announcement (PSA)

:30 KanCare PSA = 39 views

:60 KanCare PSA = 114 views

:30 KanCare PSA (Spanish) = 25 views

:60 KanCare PSA (Spanish) = 127 views

:60 Value Added Services PSA = 21 views

Outreach and Communications Implementation

Activities—Details of how the State of Kansas and its partners are working to inform consumers of the upcoming change to their current Medicaid and HealthWave plans. It lists how ongoing communications with consumers will be achieved and what the desired outcomes are. Look for the report under the Policies and Reports section of the website.

Home and Community Based Services Network

(HCBS)—The three health plans are required to meet certain Geo-Access requirements in achieving network adequacy. A report of access to HCBS services by county was recently posted. You can find the report in the Policies and Reports section, under Network Adequacy Reporting.

Legislative Testimony — Today, Kari Bruffett, KDHE Division of Health Care Finance, provided an update to members of the Health Oversight Committee. The presentation slides can be accessed here www.kancare.ks.gov/news.htm under Presentation Documents.

Also new to the website—information about Foster Care. See page 3 of the *KanCare Advisor* for details.

New Public Service Announcement Released: Kansas Department for Aging and Disability Services Secretary Shawn Sullivan appears in the latest public service announcement describing the many value added services available to consumers. Watch it at www.kancare.ks.gov



Foster Care and KanCare



The State of Kansas is committed to ensuring that children in foster care have the same continuity of care as other KanCare consumers. The selection of a managed care organization (MCO) for children in foster care will reside with the party responsible for making medical decisions for the children—the Department for Children and Families (DCF). Enrollment packets have been mailed to the foster family. However, the option to change plans is up to DCF. Causes that would allow a change in MCO within a year would be limited to the same ones for all KanCare members—quality of care concerns, access to care, no other providers are available in network, treatment not available in network and case continuity. Read more about foster care in the KanCare Provider and Consumer sections of the KanCare website. You'll find information under the Frequently Asked Questions (FAQs).

Ombudsman to be hired—A KanCare Ombudsman will be hired soon. The ombudsman will help KanCare consumers and will have a primary focus on individuals participating in the Home and Community Based Services (HCBS) Waiver program or receiving other long-term care services through KanCare. The Ombudsman will help consumers with access, service and benefit problems. The Ombudsman will be housed in the Kansas Department for Aging and Disability Services (KDADS) and will be selected and hired by Jan. 1. 2013.

Q & A of the Day

Q: How long does it take for a provider to show up in a health plan's online provider directory after having signed a contract with the health plan?

A: If you have executed a contract with a health plan (all three health plans), it might take a week or two before you are listed in their online directory. It takes some time for contracts to be processed and credentials to be verified.

ALL PROVIDER MANUALS ARE
COMPLETE and APPROVED



Governor's KanCare Advisory Council
Jan. 8, 2013, 2-3:30 p.m.
Curtis State Office Building, Room 530

KanCare Advisor is published every other week. Please address questions and concerns about this news bulletin and the KanCare website to the KanCare External Communications Team at 785-296-5795 or msteele@kdheks.gov.

External Stakeholder Workgroups

There are four external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These work groups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

Next Workgroup Meetings

Providers: Dec. 13,
9 a.m. to noon, Confer-
ence Call details TBA

**Managed Care Organi-
zations:** Dec. 10, 1 to 3
p.m., DCF Learning Cen-
ter, Rm. D

Member Involvement and Protections: Dec. 12,
Landon State Office Building, Rm. 9A, 2 p.m. to 4 p.m.

Specialized Healthcare and Network Issues: Jan. 7,
2013, 1:30 to 3:30 p.m., DCF Learning Center, Rm. B



The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.